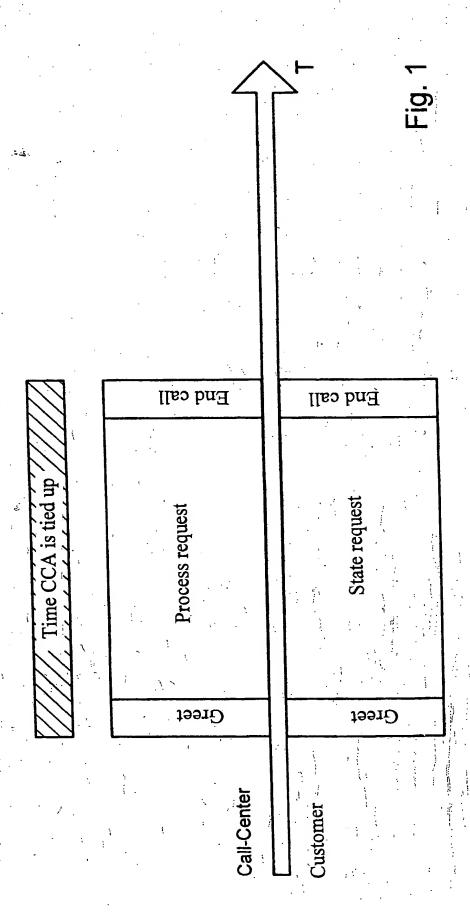
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: : : : : : : : : : : : : : : : : : : :			Fig. 2
	End call	End call	
	Process	State request	
Time CCA is tied up	Wait	Interruption (Search, consultation)	
	Process request	State	
	Greet	Greet	
	all-Center	Sustomer	

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† 	4	7
\square	End call	End call
Time CCA 2 is tied up	Process request	State
Tim	message	tisW
	Play back	109nnoO
	Store agassam	Interruption (Search, consultation)
1 is tied up,	Wait	Interruption (Search, con
Time CCA 1 i	Process	State
	Greet	Greet
	Sall-Center	Customer